

Enterprise Incident Report December 2012

As of 1/2/2013

Health

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Health	Application Services	Danielle Hood	0 0	28 4	0 0	28 4
		Dustin Crump	0 0	11 1	0 0	11 1
		Martin Gonzalez	0 0	13 13	1 1	14 14
		Paul Lundell	0 0	1 0	0 0	1 0
		Terry Forsgren	0 0	12 0	1 0	13 0
		Tony Larsen	0 0	20 2	2 0	22 2
		Assigned to Individual Total	0 0	85 20	4 1	89 21
	Application Support - DFI	Drew Penrod	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - LIMS	Steven Tuttle	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Health	Application Support - MMIS	Steven Hegji	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - Oracle	Ryan Nicol	0 0	1 0	0 0	1 0
		Tony Hess	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Campus Networking	Jordy Davis	0 0	7 6	0 0	7 6
		Robert Ryan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	8 6	0 0	8 6
	Capitol Hosting	Danny Black	0 0	1 0	0 0	1 0
		Patrick Funk	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Desktop Services Management	Jim Howard	1 1	1 0	0 0	2 1
		Assigned to Individual Total	1 1	1 0	0 0	2 1
	Enterprise Security	Dan Cook	0 0	1 0	0 0	1 0

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Health

			High	Low	Medium	FCR Total
Health	Enterprise Security	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Help Desk	Brenda Treadway	0	6	0	6
			0	6	0	6
		Dawn Wayment	0	0	1	1
			0	0	0	0
		Eileen Dubach	0	2	0	2
			0	2	0	2
		James Stearns	0	9	0	9
			0	9	0	9
		Julie VanBeekum	0	9	0	9
			0	8	0	8
		Sarah Johnson	0	5	0	5
			0	0	0	0
		Vicky Marrelli	0	10	0	10
			0	10	0	10
		Assigned to Individual Total	0	41	1	42
			0	35	0	35
	Metro A Help Desk	Ed Conrad	0	1	0	1
			0	0	0	0
		Edward Fortner	0	2	0	2
			0	2	0	2
	Metro A Help Desk	Liz Evans	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	5	0	5
			0	4	0	4
	Metro B Desktop Support	Cindy Reed	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Health	Metro B Desktop Support	Peter Musser	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Help Desk	Todd Manning	0 0	1 1	0 0	1 1
		Val Shepherd	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	3 3	0 0	3 3
	Metro C Help Desk	Chris Olson	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	1 1	0 0	1 1
		Ross Owen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Metro C West Desktop Support	Cody Flanders	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Desktop Support	Eldon Jenson	0 0	21 5	0 0	21 5
		Michael Schmidt	0 0	30 0	0 0	30 0
		Philip Henderson	0 0	33 15	0 0	33 15

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			High	Low	Medium	FCR Total
Health	Metro D Desktop Support	Steve Gibb	0 0	12 1	0 0	12 1
		Tina West	0 0	25 0	0 0	25 0
		Assigned to Individual Total	0 0	121 21	0 0	121 21
	Metro D Help Desk	Doug Brown	0 0	77 55	0 0	77 55
		Douglas Brown	0 0	4 0	0 0	4 0
		John Robinson	2 1	52 47	0 0	54 48
		Matthew Earl	0 0	69 52	0 0	69 52
		Assigned to Individual Total	2 1	202 154	0 0	204 155
	Metro D Hosting	Cameron Cooper	0 0	1 0	0 0	1 0
		David Hert	0 0	3 0	0 0	3 0
		Donny Ford	0 0	12 0	1 0	13 0
		Glenn Lepore	0 0	4 0	0 0	4 0
		Sean McMillan	0 0	4 0	0 0	4 0
		Steven Haderlie	0 0	8 0	1 0	9 0

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			High	Low	Medium	FCR Total
Health	Metro D Hosting	Assigned to Individual Total	0	32	2	34
			0	0	0	0
	Network Operations	Jeff Reed	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Operations Production Control	Cal Brinton	0	12	0	12
			0	0	0	0
		Christie Burnham	0	14	1	15
			0	5	0	5
		Duane Hardy	0	31	0	31
			0	8	0	8
		None	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	58	1	59
			0	13	0	13
	Procurement	Allison Finlinson	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Rural Central Desktop Support	Paul Petersen	0	1	0	1
			0	0	0	0
		Rod Montoya	0	4	0	4
			0	4	0	4
		Ron LeBaron	0	3	0	3
			0	3	0	3
		Assigned to Individual Total	0	8	0	8
			0	7	0	7

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			High	Low	Medium	FCR Total
Health	Rural North Desktop Support	Kim Ratuszniak	0	1	0	1
			0	1	0	1
		Lori Hartzell	0	1	0	1
			0	0	0	0
		Neil Smedley	0	3	0	3
			0	0	0	0
		Rodney Peterson	0	2	0	2
			0	2	0	2
	Rural South Desktop Support	Ruston McKay	0	9	0	9
			0	9	0	9
		Ryan Casey	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	17	0	17
			0	12	0	12
	Rural South Desktop Support	Dan Anthony	0	2	0	2
			0	1	0	1
		Doug Thornton	0	2	0	2
			0	2	0	2
	Strategic Communications	Lane Adams	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	3	0	3
	Strategic Communications	Dennis Rogers	0	1	0	1
			0	0	0	0
		Kerry Williamson	0	1	0	1
			0	0	0	0
	Strategic Communications	Luis Larios	0	2	0	2
			0	0	0	0

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Health

			High	Low	Medium	FCR Total
Health	Strategic Communications	Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Technical Lead/Project Manager	Danielle Hood	1	3	0	4
			1	1	0	2
		Dustin Crump	0	4	0	4
			0	0	0	0
		Martin Gonzalez	0	20	2	22
			0	20	2	22
		Paul Lundell	0	5	0	5
			0	1	0	1
		Assigned to Individual Total	1	32	2	35
			1	22	2	25
	Voice Operations	Gail Christiansen	0	2	0	2
			0	0	0	0
		James Gifford	0	2	0	2
			0	0	0	0
		Julie Sabato	0	3	0	3
			0	0	0	0
		Kelly Johnson	0	1	0	1
			0	0	0	0
	Voice/Data/WAN Services	Leon Owen	0	1	0	1
			0	0	0	0
		Romanza Hamblin Sorensen	0	4	0	4
			0	1	0	1
		Assigned to Individual Total	0	13	0	13
			0	1	0	1
	Voice/Data/WAN Services	Greg Blessing	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Health	Voice/Data/WAN Services	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Assigned Group Total		4	654	10	668
			3	303	3	309
Customer Company Total			4	654	10	668
			3	303	3	309

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Health

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Health	Application Services	Danielle Hood	0 0	28 20	0 0	28 20
		Dustin Crump	0 0	11 9	0 0	11 9
		Martin Gonzalez	0 0	13 7	1 1	14 8
		Paul Lundell	0 0	1 1	0 0	1 1
		Terry Forsgren	0 0	12 5	1 1	13 6
		Tony Larsen	0 0	20 13	2 1	22 14
		Assigned to Individual Total	0 0	85 55	4 3	89 58
	Application Support - DFI	Drew Penrod	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - LIMS	Steven Tuttle	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Health	Application Support - MMIS	Steven Hegji	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Application Support - Oracle	Ryan Nicol	0	1	0	1
			0	1	0	1
		Tony Hess	0	3	0	3
			0	2	0	2
		Assigned to Individual Total	0	4	0	4
			0	3	0	3
	Campus Networking	Jordy Davis	0	7	0	7
			0	4	0	4
		Robert Ryan	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	8	0	8
			0	5	0	5
	Capitol Hosting	Danny Black	0	1	0	1
			0	0	0	0
		Patrick Funk	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Desktop Services Management	Jim Howard	1	1	0	2
			1	0	0	1
		Assigned to Individual Total	1	1	0	2
			1	0	0	1
	Enterprise Security	Dan Cook	0	1	0	1
			0	0	0	0

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			High	Low	Medium	MIR Total
Health	Enterprise Security	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Help Desk	Brenda Treadway	0	6	0	6
			0	0	0	0
		Dawn Wayment	0	0	1	1
			0	0	0	0
		Eileen Dubach	0	2	0	2
			0	0	0	0
		James Stearns	0	9	0	9
			0	0	0	0
		Julie VanBeekum	0	9	0	9
			0	0	0	0
		Sarah Johnson	0	5	0	5
			0	3	0	3
		Vicky Marrelli	0	10	0	10
			0	1	0	1
		Assigned to Individual Total	0	41	1	42
			0	4	0	4
	Metro A Help Desk	Ed Conrad	0	1	0	1
			0	0	0	0
		Edward Fortner	0	2	0	2
			0	0	0	0
		Liz Evans	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Metro B Desktop Support	Cindy Reed	0	1	0	1
			0	0	0	0

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			High	Low	Medium	MIR Total
Health	Metro B Desktop Support	Peter Musser	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Help Desk	Todd Manning	0 0	1 0	0 0	1 0
		Val Shepherd	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro C Help Desk	Chris Olson	0 0	1 1	0 0	1 1
		Reed Stohel	0 0	1 0	0 0	1 0
		Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Metro C West Desktop Support	Cody Flanders	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Desktop Support	Eldon Jenson	0 0	21 2	0 0	21 2
		Michael Schmidt	0 0	30 4	0 0	30 4
		Philip Henderson	0 0	33 1	0 0	33 1

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Health

			High	Low	Medium	MIR Total
Health	Metro D Desktop Support	Steve Gibb	0 0	12 1	0 0	12 1
		Tina West	0 0	25 2	0 0	25 2
		Assigned to Individual Total	0 0	121 10	0 0	121 10
	Metro D Help Desk	Doug Brown	0 0	77 5	0 0	77 5
		Douglas Brown	0 0	4 0	0 0	4 0
		John Robinson	2 0	52 0	0 0	54 0
		Matthew Earl	0 0	69 0	0 0	69 0
		Assigned to Individual Total	2 0	202 5	0 0	204 5
	Metro D Hosting	Cameron Cooper	0 0	1 0	0 0	1 0
		David Hert	0 0	3 0	0 0	3 0
		Donny Ford	0 0	12 0	1 0	13 0
		Glenn Lepore	0 0	4 1	0 0	4 1
		Sean McMillan	0 0	4 0	0 0	4 0
		Steven Haderlie	0 0	8 0	1 0	9 0

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			High	Low	Medium	MIR Total
Health	Metro D Hosting	Assigned to Individual Total	0	32	2	34
			0	1	0	1
	Network Operations	Jeff Reed	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Operations Production Control	Cal Brinton	0	12	0	12
			0	3	0	3
		Christie Burnham	0	14	1	15
			0	2	1	3
		Duane Hardy	0	31	0	31
			0	5	0	5
		None	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	58	1	59
			0	10	1	11
	Procurement	Allison Finlinson	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Rural Central Desktop Support	Paul Petersen	0	1	0	1
			0	0	0	0
		Rod Montoya	0	4	0	4
			0	0	0	0
		Ron LeBaron	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	8	0	8
			0	0	0	0

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			High	Low	Medium	MIR Total
Health	Rural North Desktop Support	Kim Ratuszniak	0 0	1 0	0 0	1 0
		Lori Hartzell	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	3 2	0 0	3 2
		Rodney Peterson	0 0	2 0	0 0	2 0
		Ruston McKay	0 0	9 0	0 0	9 0
		Ryan Casey	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	17 3	0 0	17 3
	Rural South Desktop Support	Dan Anthony	0 0	2 0	0 0	2 0
		Doug Thornton	0 0	2 0	0 0	2 0
		Lane Adams	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Kerry Williamson	0 0	1 0	0 0	1 0
		Luis Larios	0 0	2 0	0 0	2 0

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			High	Low	Medium	MIR Total
Health	Strategic Communications	Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Technical Lead/Project Manager	Danielle Hood	1	3	0	4
			1	0	0	1
		Dustin Crump	0	4	0	4
			0	1	0	1
		Martin Gonzalez	0	20	2	22
			0	8	0	8
		Paul Lundell	0	5	0	5
			0	5	0	5
		Assigned to Individual Total	1	32	2	35
			1	14	0	15
	Voice Operations	Gail Christiansen	0	2	0	2
			0	0	0	0
		James Gifford	0	2	0	2
			0	0	0	0
		Julie Sabato	0	3	0	3
			0	0	0	0
		Kelly Johnson	0	1	0	1
			0	0	0	0
	Voice/Data/WAN Services	Leon Owen	0	1	0	1
			0	0	0	0
		Romanza Hamblin Sorensen	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	13	0	13
			0	0	0	0
		Greg Blessing	0	1	0	1
			0	0	0	0

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			High	Low	Medium	MIR Total
Health	Voice/Data/WAN Services	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Assigned Group Total		4	654	10	668
			2	112	4	118
Customer Company Total			4	654	10	668
			2	112	4	118

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Health	Application Services	Danielle Hood	0 0.00	28 17.68	0 0.00	28 17.68
		Dustin Crump	0 0.00	11 19.95	0 0.00	11 19.95
		Martin Gonzalez	0 0.00	13 5.50	1 56.08	14 9.11
		Paul Lundell	0 0.00	1 30.86	0 0.00	1 30.86
		Terry Forsgren	0 0.00	12 1.44	1 1.76	13 1.46
		Tony Larsen	0 0.00	20 15.37	2 1.79	22 14.14
		Assigned to Individual Total	0 0.00	85 13.43	4 15.35	89 13.52
	Application Support - DFI	Drew Penrod	0 0.00	1 0.36	0 0.00	1 0.36
		Assigned to Individual Total	0 0.00	1 0.36	0 0.00	1 0.36
	Application Support - LIMS	Steven Tuttle	0 0.00	1 0.30	0 0.00	1 0.30

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			High	Low	Medium	ATTIR Total
Health	Application Support - LIMS	Assigned to Individual Total	0 0.00	1 0.30	0 0.00	1 0.30
	Application Support - MMIS	Steven Hegji	0 0.00	1 12.02	0 0.00	1 12.02
		Assigned to Individual Total	0 0.00	1 12.02	0 0.00	1 12.02
	Application Support - Oracle	Ryan Nicol	0 0.00	1 22.52	0 0.00	1 22.52
		Tony Hess	0 0.00	3 0.93	0 0.00	3 0.93
		Assigned to Individual Total	0 0.00	4 6.33	0 0.00	4 6.33
	Campus Networking	Jordy Davis	0 0.00	7 19.26	0 0.00	7 19.26
		Robert Ryan	0 0.00	1 2.52	0 0.00	1 2.52
		Assigned to Individual Total	0 0.00	8 17.17	0 0.00	8 17.17
	Capitol Hosting	Danny Black	0 0.00	1 0.27	0 0.00	1 0.27
		Patrick Funk	0 0.00	1 0.36	0 0.00	1 0.36
		Assigned to Individual Total	0 0.00	2 0.32	0 0.00	2 0.32
	Desktop Services Management	Jim Howard	1 3.33	1 0.25	0 0.00	2 1.79
		Assigned to Individual Total	1 3.33	1 0.25	0 0.00	2 1.79

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			High	Low	Medium	ATTIR Total
Health	Enterprise Security	Dan Cook	0 0.00	1 0.14	0 0.00	1 0.14
		Assigned to Individual Total	0 0.00	1 0.14	0 0.00	1 0.14
	Help Desk	Brenda Treadway	0 0.00	6 0.16	0 0.00	6 0.16
		Dawn Wayment	0 0.00	0 0.00	1 0.00	1 0.00
		Eileen Dubach	0 0.00	2 0.24	0 0.00	2 0.24
		James Stearns	0 0.00	9 0.09	0 0.00	9 0.09
		Julie VanBeekum	0 0.00	9 0.15	0 0.00	9 0.15
		Sarah Johnson	0 0.00	5 39.24	0 0.00	5 39.24
		Vicky Marrelli	0 0.00	10 0.23	0 0.00	10 0.23
		Assigned to Individual Total	0 0.00	41 4.93	1 0.00	42 4.81
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	0 0.00	1 0.00
		Edward Fortner	0 0.00	2 0.00	0 0.00	2 0.00
		Liz Evans	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	5 0.00	0 0.00	5 0.00

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Health

			High	Low	Medium	ATTIR Total
Health	Metro B Desktop Support	Cindy Reed	0 0.00	1 0.80	0 0.00	1 0.80
		Peter Musser	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	2 0.50	0 0.00	2 0.50
	Metro B Help Desk	Todd Manning	0 0.00	1 0.00	0 0.00	1 0.00
		Val Shepherd	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro C Help Desk	Chris Olson	0 0.00	1 1.01	0 0.00	1 1.01
		Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.34	0 0.00	3 0.34
	Metro C West Desktop Support	Cody Flanders	0 0.00	1 0.85	0 0.00	1 0.85
		Assigned to Individual Total	0 0.00	1 0.85	0 0.00	1 0.85
	Metro D Desktop Support	Eldon Jenson	0 0.00	21 0.35	0 0.00	21 0.35
		Michael Schmidt	0 0.00	30 0.42	0 0.00	30 0.42

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As of 1/2/2013

Health

			High	Low	Medium	ATTIR Total
Health	Metro D Desktop Support	Philip Henderson	0 0.00	33 0.21	0 0.00	33 0.21
		Steve Gibb	0 0.00	12 0.39	0 0.00	12 0.39
		Tina West	0 0.00	25 0.34	0 0.00	25 0.34
		Assigned to Individual Total	0 0.00	121 0.33	0 0.00	121 0.33
	Metro D Help Desk	Doug Brown	0 0.00	77 0.41	0 0.00	77 0.41
		Douglas Brown	0 0.00	4 0.00	0 0.00	4 0.00
		John Robinson	2 0.36	52 0.03	0 0.00	54 0.04
		Matthew Earl	0 0.00	69 0.06	0 0.00	69 0.06
		Assigned to Individual Total	2 0.36	202 0.18	0 0.00	204 0.18
	Metro D Hosting	Cameron Cooper	0 0.00	1 0.00	0 0.00	1 0.00
		David Hert	0 0.00	3 0.25	0 0.00	3 0.25
		Donny Ford	0 0.00	12 0.35	1 0.00	13 0.33
		Glenn Lepore	0 0.00	4 0.54	0 0.00	4 0.54
		Sean McMillan	0 0.00	4 0.35	0 0.00	4 0.35

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	ATTIR Total
Health	Metro D Hosting	Steven Haderlie	0 0.00	8 0.35	1 0.20	9 0.33
		Assigned to Individual Total	0 0.00	32 0.35	2 0.10	34 0.34
	Network Operations	Jeff Reed	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Operations Production Control	Cal Brinton	0 0.00	12 0.68	0 0.00	12 0.68
		Christie Burnham	0 0.00	14 0.36	1 1.90	15 0.47
		Duane Hardy	0 0.00	31 0.49	0 0.00	31 0.49
		None	0 0.00	1 0.11	0 0.00	1 0.11
		Assigned to Individual Total	0 0.00	58 0.49	1 1.90	59 0.52
	Procurement	Allison Finlinson	0 0.00	1 0.14	0 0.00	1 0.14
		Assigned to Individual Total	0 0.00	1 0.14	0 0.00	1 0.14
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 0.00	0 0.00	1 0.00
		Rod Montoya	0 0.00	4 0.00	0 0.00	4 0.00
		Ron LeBaron	0 0.00	3 0.00	0 0.00	3 0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	ATTIR Total
Health	Rural Central Desktop Support	Assigned to Individual Total	0 0.00	8 0.00	0 0.00	8 0.00
	Rural North Desktop Support	Kim Ratuszniak	0 0.00	1 0.00	0 0.00	1 0.00
		Lori Hartzell	0 0.00	1 0.11	0 0.00	1 0.11
		Neil Smedley	0 0.00	3 1.09	0 0.00	3 1.09
		Rodney Peterson	0 0.00	2 0.00	0 0.00	2 0.00
		Ruston McKay	0 0.00	9 0.00	0 0.00	9 0.00
		Ryan Casey	0 0.00	1 1.97	0 0.00	1 1.97
		Assigned to Individual Total	0 0.00	17 0.32	0 0.00	17 0.32
	Rural South Desktop Support	Dan Anthony	0 0.00	2 0.05	0 0.00	2 0.05
		Doug Thornton	0 0.00	2 0.00	0 0.00	2 0.00
		Lane Adams	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	5 0.02	0 0.00	5 0.02
	Strategic Communications	Dennis Rogers	0 0.00	1 0.23	0 0.00	1 0.23
		Kerry Williamson	0 0.00	1 0.47	0 0.00	1 0.47

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	ATTIR Total
Health	Strategic Communications	Luis Larios	0 0.00	2 0.44	0 0.00	2 0.44
		Assigned to Individual Total	0 0.00	4 0.40	0 0.00	4 0.40
	Technical Lead/Project Manager	Danielle Hood	1 21.15	3 0.10	0 0.00	4 5.36
		Dustin Crump	0 0.00	4 0.50	0 0.00	4 0.50
		Martin Gonzalez	0 0.00	20 5.24	2 0.00	22 4.76
		Paul Lundell	0 0.00	5 3.69	0 0.00	5 3.69
		Assigned to Individual Total	1 21.15	32 3.92	2 0.00	35 4.19
	Voice Operations	Gail Christiansen	0 0.00	2 0.35	0 0.00	2 0.35
		James Gifford	0 0.00	2 0.29	0 0.00	2 0.29
		Julie Sabato	0 0.00	3 0.16	0 0.00	3 0.16
		Kelly Johnson	0 0.00	1 0.03	0 0.00	1 0.03
		Leon Owen	0 0.00	1 0.25	0 0.00	1 0.25
		Romanza Hamblin Sorensen	0 0.00	4 0.43	0 0.00	4 0.43
		Assigned to Individual Total	0 0.00	13 0.29	0 0.00	13 0.29

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	ATTIR Total
Health	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	1 0.18	0 0.00	1 0.18
	Assigned Group Total		4 6.30	654 2.72	10 6.35	668 2.79
Customer Company Total			4 6.30	654 2.72	10 6.35	668 2.79

Enterprise Incident Report December 2012

As of 1/2/2013

Health

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Health	Application Services	Danielle Hood	0	28	0	28
			0	17	0	17
		Dustin Crump	0	11	0	11
			0	6	0	6
		Martin Gonzalez	0	13	1	14
			0	6	1	7
		Paul Lundell	0	1	0	1
			0	1	0	1
		Terry Forsgren	0	12	1	13
			0	1	0	1
		Tony Larsen	0	20	2	22
			0	13	1	14
		Assigned to Individual Total	0	85	4	89
			0	44	2	46
	Application Support - DFI	Drew Penrod	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Application Support - LIMS	Steven Tuttle	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	MR Total
Health	Application Support - MMIS	Steven Hegji	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Application Support - Oracle	Ryan Nicol	0	1	0	1
			0	1	0	1
		Tony Hess	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	1	0	1
	Campus Networking	Jordy Davis	0	7	0	7
			0	6	0	6
		Robert Ryan	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	8	0	8
			0	6	0	6
	Capitol Hosting	Danny Black	0	1	0	1
			0	0	0	0
		Patrick Funk	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Desktop Services Management	Jim Howard	1	1	0	2
			0	0	0	0
		Assigned to Individual Total	1	1	0	2
			0	0	0	0
	Enterprise Security	Dan Cook	0	1	0	1
			0	0	0	0

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	MR Total
Health	Enterprise Security	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	6 0	0 0	6 0
		Dawn Wayment	0 0	0 0	1 0	1 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	9 0	0 0	9 0
		Julie VanBeekum	0 0	9 0	0 0	9 0
		Sarah Johnson	0 0	5 3	0 0	5 3
		Vicky Marrelli	0 0	10 1	0 0	10 1
		Assigned to Individual Total	0 0	41 4	1 0	42 4
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Edward Fortner	0 0	2 0	0 0	2 0
		Liz Evans	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro B Desktop Support	Cindy Reed	0 0	1 0	0 0	1 0

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	MR Total
Health	Metro B Desktop Support	Peter Musser	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Help Desk	Todd Manning	0 0	1 0	0 0	1 0
		Val Shepherd	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro C Help Desk	Chris Olson	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	1 0	0 0	1 0
		Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro C West Desktop Support	Cody Flanders	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Desktop Support	Eldon Jenson	0 0	21 1	0 0	21 1
		Michael Schmidt	0 0	30 2	0 0	30 2
		Philip Henderson	0 0	33 1	0 0	33 1

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	MR Total
Health	Metro D Desktop Support	Steve Gibb	0 0	12 2	0 0	12 2
		Tina West	0 0	25 0	0 0	25 0
		Assigned to Individual Total	0 0	121 6	0 0	121 6
	Metro D Help Desk	Doug Brown	0 0	77 3	0 0	77 3
		Douglas Brown	0 0	4 0	0 0	4 0
		John Robinson	2 0	52 0	0 0	54 0
		Matthew Earl	0 0	69 0	0 0	69 0
		Assigned to Individual Total	2 0	202 3	0 0	204 3
	Metro D Hosting	Cameron Cooper	0 0	1 0	0 0	1 0
		David Hert	0 0	3 0	0 0	3 0
		Donny Ford	0 0	12 0	1 0	13 0
		Glenn Lepore	0 0	4 0	0 0	4 0
		Sean McMillan	0 0	4 1	0 0	4 1
		Steven Haderlie	0 0	8 3	1 1	9 4

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	MR Total
Health	Metro D Hosting	Assigned to Individual Total	0	32	2	34
			0	4	1	5
	Network Operations	Jeff Reed	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Operations Production Control	Cal Brinton	0	12	0	12
			0	0	0	0
		Christie Burnham	0	14	1	15
			0	0	0	0
		Duane Hardy	0	31	0	31
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	58	1	59
			0	0	0	0
	Procurement	Allison Finlinson	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Rural Central Desktop Support	Paul Petersen	0	1	0	1
			0	0	0	0
		Rod Montoya	0	4	0	4
			0	0	0	0
		Ron LeBaron	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	8	0	8
			0	0	0	0

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	MR Total
Health	Rural North Desktop Support	Kim Ratushniak	0 0	1 0	0 0	1 0
		Lori Hartzell	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	3 0	0 0	3 0
		Rodney Peterson	0 0	2 0	0 0	2 0
		Ruston McKay	0 0	9 0	0 0	9 0
		Ryan Casey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	17 0	0 0	17 0
	Rural South Desktop Support	Dan Anthony	0 0	2 0	0 0	2 0
		Doug Thornton	0 0	2 0	0 0	2 0
		Lane Adams	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Strategic Communications	Dennis Rogers	0 0	1 1	0 0	1 1
		Kerry Williamson	0 0	1 0	0 0	1 0
		Luis Larios	0 0	2 0	0 0	2 0

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	MR Total
Health	Strategic Communications	Assigned to Individual Total	0	4	0	4
			0	1	0	1
	Technical Lead/Project Manager	Danielle Hood	1	3	0	4
			1	1	0	2
		Dustin Crump	0	4	0	4
			0	0	0	0
		Martin Gonzalez	0	20	2	22
			0	13	1	14
		Paul Lundell	0	5	0	5
			0	1	0	1
		Assigned to Individual Total	1	32	2	35
			1	15	1	17
	Voice Operations	Gail Christiansen	0	2	0	2
			0	0	0	0
		James Gifford	0	2	0	2
			0	0	0	0
		Julie Sabato	0	3	0	3
			0	0	0	0
		Kelly Johnson	0	1	0	1
			0	0	0	0
	Voice/Data/WAN Services	Leon Owen	0	1	0	1
			0	0	0	0
		Romanza Hamblin Sorensen	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	13	0	13
			0	0	0	0
		Greg Blessing	0	1	0	1
			0	0	0	0

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	MR Total
Health	Voice/Data/WAN Services	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		4 1	654 89	10 4	668 94
Customer Company Total			4 1	654 89	10 4	668 94

Enterprise Incident Report December 2012

As of 1/2/2013

Health

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Health	Application Services	Danielle Hood	0 0.00	28 27.35	0 0.00	28 27.35
		Dustin Crump	0 0.00	11 19.96	0 0.00	11 19.96
		Martin Gonzalez	0 0.00	13 16.20	1 56.08	14 19.05
		Paul Lundell	0 0.00	1 30.86	0 0.00	1 30.86
		Terry Forsgren	0 0.00	12 2.51	1 1.81	13 2.46
		Tony Larsen	0 0.00	20 28.42	2 26.10	22 28.21
		Assigned to Individual Total	0 0.00	85 21.47	4 27.52	89 21.75
	Application Support - DFI	Drew Penrod	0 0.00	1 12.18	0 0.00	1 12.18
		Assigned to Individual Total	0 0.00	1 12.18	0 0.00	1 12.18
	Application Support - LIMS	Steven Tuttle	0 0.00	1 12.22	0 0.00	1 12.22

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	ATTR Total
Health	Application Support - LIMS	Assigned to Individual Total	0 0.00	1 12.22	0 0.00	1 12.22
	Application Support - MMIS	Steven Hegji	0 0.00	1 12.02	0 0.00	1 12.02
		Assigned to Individual Total	0 0.00	1 12.02	0 0.00	1 12.02
	Application Support - Oracle	Ryan Nicol	0 0.00	1 22.52	0 0.00	1 22.52
		Tony Hess	0 0.00	3 1.09	0 0.00	3 1.09
		Assigned to Individual Total	0 0.00	4 6.45	0 0.00	4 6.45
	Campus Networking	Jordy Davis	0 0.00	7 41.63	0 0.00	7 41.63
		Robert Ryan	0 0.00	1 2.52	0 0.00	1 2.52
		Assigned to Individual Total	0 0.00	8 36.74	0 0.00	8 36.74
	Capitol Hosting	Danny Black	0 0.00	1 1.28	0 0.00	1 1.28
		Patrick Funk	0 0.00	1 2.02	0 0.00	1 2.02
		Assigned to Individual Total	0 0.00	2 1.65	0 0.00	2 1.65
	Desktop Services Management	Jim Howard	0 0.00	1 0.27	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	1 0.27	0 0.00	1 0.13

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	ATTR Total
Health	Enterprise Security	Dan Cook	0 0.00	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	0 0.00	1 0.29	0 0.00	1 0.29
	Help Desk	Brenda Treadway	0 0.00	6 0.17	0 0.00	6 0.17
		Dawn Wayment	0 0.00	0 0.00	1 0.90	1 0.90
		Eileen Dubach	0 0.00	2 2.07	0 0.00	2 2.07
		James Stearns	0 0.00	9 0.09	0 0.00	9 0.09
		Julie VanBeekum	0 0.00	9 0.86	0 0.00	9 0.86
		Sarah Johnson	0 0.00	5 39.67	0 0.00	5 39.67
		Vicky Marrelli	0 0.00	10 1.87	0 0.00	10 1.87
		Assigned to Individual Total	0 0.00	41 5.87	1 0.90	42 5.75
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.01	0 0.00	1 0.01
		Edward Fortner	0 0.00	2 2.53	0 0.00	2 2.53
		Liz Evans	0 0.00	2 0.14	0 0.00	2 0.14
		Assigned to Individual Total	0 0.00	5 1.07	0 0.00	5 1.07

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	ATTR Total
Health	Metro B Desktop Support	Cindy Reed	0 0.00	1 2.87	0 0.00	1 2.87
		Peter Musser	0 0.00	1 3.55	0 0.00	1 3.55
		Assigned to Individual Total	0 0.00	2 3.21	0 0.00	2 3.21
	Metro B Help Desk	Todd Manning	0 0.00	1 0.00	0 0.00	1 0.00
		Val Shepherd	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro C Help Desk	Chris Olson	0 0.00	1 1.02	0 0.00	1 1.02
		Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.34	0 0.00	3 0.34
	Metro C West Desktop Support	Cody Flanders	0 0.00	1 2.19	0 0.00	1 2.19
		Assigned to Individual Total	0 0.00	1 2.19	0 0.00	1 2.19
	Metro D Desktop Support	Eldon Jenson	0 0.00	21 1.84	0 0.00	21 1.84
		Michael Schmidt	0 0.00	30 1.19	0 0.00	30 1.19

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	ATTR Total
Health	Metro D Desktop Support	Philip Henderson	0 0.00	33 1.54	0 0.00	33 1.54
		Steve Gibb	0 0.00	12 4.11	0 0.00	12 4.11
		Tina West	0 0.00	25 1.14	0 0.00	25 1.14
		Assigned to Individual Total	0 0.00	121 1.68	0 0.00	121 1.68
	Metro D Help Desk	Doug Brown	0 0.00	77 0.80	0 0.00	77 0.80
		Douglas Brown	0 0.00	4 0.00	0 0.00	4 0.00
		John Robinson	2 0.36	52 0.06	0 0.00	54 0.07
		Matthew Earl	0 0.00	69 0.21	0 0.00	69 0.21
		Assigned to Individual Total	2 0.36	202 0.38	0 0.00	204 0.38
	Metro D Hosting	Cameron Cooper	0 0.00	1 1.23	0 0.00	1 1.23
		David Hert	0 0.00	3 1.32	0 0.00	3 1.32
		Donny Ford	0 0.00	12 1.61	1 0.76	13 1.55
		Glenn Lepore	0 0.00	4 0.79	0 0.00	4 0.79
		Sean McMillan	0 0.00	4 2.19	0 0.00	4 2.19

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	ATTR Total
Health	Metro D Hosting	Steven Haderlie	0 0.00	8 22.80	1 10.09	9 21.21
		Assigned to Individual Total	0 0.00	32 6.49	2 5.43	34 6.42
	Network Operations	Jeff Reed	0 0.00	1 6.99	0 0.00	1 6.99
		Assigned to Individual Total	0 0.00	1 6.99	0 0.00	1 6.99
	Operations Production Control	Cal Brinton	0 0.00	12 0.77	0 0.00	12 0.77
		Christie Burnham	0 0.00	14 0.41	1 2.09	15 0.52
		Duane Hardy	0 0.00	31 0.53	0 0.00	31 0.53
		None	0 0.00	1 0.11	0 0.00	1 0.11
		Assigned to Individual Total	0 0.00	58 0.54	1 2.09	59 0.57
	Procurement	Allison Finlinson	0 0.00	1 544.33	0 0.00	1 544.33
		Assigned to Individual Total	0 0.00	1 544.33	0 0.00	1 544.33
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 2.29	0 0.00	1 2.29
		Rod Montoya	0 0.00	4 0.06	0 0.00	4 0.06
		Ron LeBaron	0 0.00	3 0.00	0 0.00	3 0.00

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	ATTR Total
Health	Rural Central Desktop Support	Assigned to Individual Total	0 0.00	8 0.32	0 0.00	8 0.32
	Rural North Desktop Support	Kim Ratushniak	0 0.00	1 0.00	0 0.00	1 0.00
		Lori Hartzell	0 0.00	1 1.12	0 0.00	1 1.12
		Neil Smedley	0 0.00	3 1.09	0 0.00	3 1.09
		Rodney Peterson	0 0.00	2 0.00	0 0.00	2 0.00
		Ruston McKay	0 0.00	9 0.17	0 0.00	9 0.17
		Ryan Casey	0 0.00	1 1.97	0 0.00	1 1.97
		Assigned to Individual Total	0 0.00	17 0.46	0 0.00	17 0.46
	Rural South Desktop Support	Dan Anthony	0 0.00	2 0.05	0 0.00	2 0.05
		Doug Thornton	0 0.00	2 0.00	0 0.00	2 0.00
		Lane Adams	0 0.00	1 0.04	0 0.00	1 0.04
		Assigned to Individual Total	0 0.00	5 0.03	0 0.00	5 0.03
	Strategic Communications	Dennis Rogers	0 0.00	1 44.12	0 0.00	1 44.12
		Kerry Williamson	0 0.00	1 0.47	0 0.00	1 0.47

Enterprise Incident Report December 2012

As of 1/2/2013

Health

			High	Low	Medium	ATTR Total
Health	Strategic Communications	Luis Larios	0 0.00	2 3.92	0 0.00	2 3.92
		Assigned to Individual Total	0 0.00	4 13.11	0 0.00	4 13.11
	Technical Lead/Project Manager	Danielle Hood	1 105.99	3 6.24	0 0.00	4 31.18
		Dustin Crump	0 0.00	4 2.29	0 0.00	4 2.29
		Martin Gonzalez	0 0.00	20 16.09	2 36.25	22 17.92
		Paul Lundell	0 0.00	5 3.73	0 0.00	5 3.73
		Assigned to Individual Total	1 105.99	32 11.51	2 36.25	35 15.62
	Voice Operations	Gail Christiansen	0 0.00	2 0.35	0 0.00	2 0.35
		James Gifford	0 0.00	2 0.34	0 0.00	2 0.34
		Julie Sabato	0 0.00	3 0.76	0 0.00	3 0.76
		Kelly Johnson	0 0.00	1 0.08	0 0.00	1 0.08
		Leon Owen	0 0.00	1 0.25	0 0.00	1 0.25
		Romanza Hamblin Sorensen	0 0.00	4 0.71	0 0.00	4 0.71
		Assigned to Individual Total	0 0.00	13 0.53	0 0.00	13 0.53

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Health

			High	Low	Medium	ATTR Total
Health	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 2.73	0 0.00	1 2.73
		Assigned to Individual Total	0 0.00	1 2.73	0 0.00	1 2.73
	Assigned Group Total		3 26.68	654 6.09	10 19.64	667 6.42
Customer Company Total			3 26.68	654 6.09	10 19.64	667 6.42

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Health

Detail

INC000000556973	Candace Bleazard	None	None	None		TIR Missed: Yes	15.95
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: Yes	15.95
INC000000581725	Allan Liu	None	None	None		TIR Missed: No	0.14
	Procurement	Allison Finlinson	Health	Low	Resolved	TTR Missed: Yes	544.33
INC000000583256	Humaira Shah	Application	Error	Novell GroupWise		TIR Missed: No	0.11
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	1.28
INC000000598366	Tian Liang	Application	Error	Citrix ICA Client		TIR Missed: Yes	1.52
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	4.64
INC000000606302	Isabella Wright	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	2.02
INC000000606662	Nikki Loretz	Application	None	None		TIR Missed: Yes	25.88
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: Yes	25.89
INC000000606862	Kara Verner	Application	None	Gmail		TIR Missed: Yes	12.13
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	12.14
INC000000606920	Gerrie Dowdle	Application	Error	Gmail		TIR Missed: Yes	1.74
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Resolved	TTR Missed: Yes	39.91
INC000000607078	Coreen Anderson	None	None	Gmail		TIR Missed: Yes	2.36
	Technical Lead/Project Manager	Paul Lundell	Health	Low	Closed	TTR Missed: No	2.36
INC000000607089	Rex Goodman	Application	None	Gmail		TIR Missed: No	0.03
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: Yes	14.11
INC000000607239	Brian Muir	None	None	Gmail		TIR Missed: Yes	4.41
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	4.41
INC000000607515	Shari Hunsaker	None	None	Gmail		TIR Missed: Yes	2.65
	Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: No	2.66
INC000000607528	John W Miller	Application	None	None		TIR Missed: Yes	2.52
	Campus Networking	Robert Ryan	Health	Low	Closed	TTR Missed: No	2.52
INC000000607541	Amanda Yoshida	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	23.26
INC000000607589	Laura Lee Detton	Application	Error	Gmail		TIR Missed: Yes	10.99
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	11.81
INC000000607637	Ina Oviatt	Application	Reporting	Gmail		TIR Missed: Yes	19.05
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	27.38

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Health

INC000000607805	Rebecca Castleton	None	None	Gmail		TIR Missed: Yes	36.48
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: Yes	50.73
INC000000607877	LeeAnn Bennett	Application	Error	Gmail		TIR Missed: No	0.20
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	18.51
INC000000607902	Janice Boswell	Application	Error	Gmail		TIR Missed: Yes	9.00
	Technical Lead/Project Manager	Paul Lundell	Health	Low	Closed	TTR Missed: Yes	9.22
INC000000607991	Brenda Purser	Application	None	Gmail		TIR Missed: Yes	27.00
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	27.00
INC000000608068	Tamara Hampton	None	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Dustin Crump	Health	Low	Closed	TTR Missed: No	4.08
INC000000608118	Jenny Johnson	Application	None	Gmail		TIR Missed: Yes	11.49
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	13.05
INC000000608200	Carmen Dickson	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Dustin Crump	Health	Low	Closed	TTR Missed: No	3.09
INC000000608275	Tia Dalrymple	Application	Error	Gmail		TIR Missed: Yes	12.46
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	15.25
INC000000608444	Carolyn Croxall	Application	Error	Gmail		TIR Missed: Yes	34.53
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: Yes	34.53
INC000000608484	Phillip Gresham	Application	None	Gmail		TIR Missed: No	0.61
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	31.45
INC000000608583	Matt Reeder	Application	None	Gmail		TIR Missed: Yes	2.02
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	40.66
INC000000608612	Cynthia Alexander	None	None	Gmail		TIR Missed: Yes	2.89
	Technical Lead/Project Manager	Paul Lundell	Health	Low	Closed	TTR Missed: No	2.89
INC000000608674	Felicia Alvarez	Application	Error	Lyris List Server		TIR Missed: No	0.00
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	1.23
INC000000608715	Jenny Johnson	Application	None	Gmail		TIR Missed: Yes	32.73
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: Yes	48.36
INC000000608762	Peter Taillac	Application	Error	Gmail		TIR Missed: No	0.09
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	1.82
INC000000608833	Scott Munson	Application	Error	Gmail		TIR Missed: Yes	31.69
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	40.48
INC000000608838	Theron Jeppson	Application	None	Gmail		TIR Missed: Yes	19.36
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: Yes	19.39

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Health

INC000000608946	Emily Sagers Application Services	Application Paul Lundell	Error Health	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	30.86 30.86
INC000000608983	Amy Schouten Metro D Help Desk	Application Doug Brown	Error Health	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.20
INC000000608998	Laverne Snow Application Services	None Tony Larsen	None Health	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: Yes	30.48 30.50
INC000000609007	Laverne Snow Application Services	None Tony Larsen	None Health	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: Yes	22.12 22.13
INC000000609152	Brandon Callor Technical Lead/Project Manager	None Danielle Hood	None Health	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000609193	Trecia Carpenter Metro C Help Desk	None Chris Olson	None Health	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: No	1.01 1.02
INC000000609343	Aaron Eliason Metro D Help Desk	Application Matthew Earl	Error Health	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.53
INC000000609644	Kelly Banon Application Services	Application Danielle Hood	Error Health	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.27 0.27
INC000000609988	John Strong Technical Lead/Project Manager	Application Martin Gonzalez	None Health	Gmail Medium	Resolved	TIR Missed: No TTR Missed: Yes	0.00 72.39
INC000000610062	Tina Bohannon Metro D Help Desk	None Doug Brown	None Health	Postini Low	Closed	TIR Missed: Yes TTR Missed: Yes	13.59 14.05
INC000000610078	Kami Thompson Application Services	None Tony Larsen	None Health	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	42.98 44.13
INC000000610081	Kara Verner Technical Lead/Project Manager	Application Martin Gonzalez	None Health	Gmail Low	Resolved	TIR Missed: No TTR Missed: Yes	0.17 8.31
INC000000610239	Jodee Baker Technical Lead/Project Manager	Application Martin Gonzalez	Reporting Health	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.04 1.86
INC000000610318	Rebecca Giles Metro D Help Desk	None Doug Brown	None Health	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.03 1.28
INC000000610331	Willow Greer Technical Lead/Project Manager	None Dustin Crump	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.93 0.93
INC000000610428	Dorrie Reese Technical Lead/Project Manager	Application Danielle Hood	Error Health	Gmail Low	Closed	TIR Missed: No TTR Missed: Yes	0.02 18.24
INC000000610578	Mykio Saracino Application Services	None Dustin Crump	None Health	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	26.74 26.74

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Health

INC000000610635	Phyllis Crowley	Application	Error	Postini		TIR Missed: Yes	34.97
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: Yes	34.97
INC000000610654	Dennis Bang	Application	None	Gmail		TIR Missed: Yes	4.02
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: Yes	21.88
INC000000610681	Cynthia Alexander	Application	Error	Gmail		TIR Missed: Yes	16.61
	Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: Yes	101.01
INC000000610690	Dennis Bang	Application	Error	Gmail		TIR Missed: Yes	16.48
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	16.51
INC000000610779	Julie Moore	Application	None	Gmail		TIR Missed: Yes	15.21
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	15.27
INC000000610897	Nathan Checketts	None	None	Gmail		TIR Missed: Yes	8.82
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	8.82
INC000000610977	Darcy Gliedman	Application	Error	Gmail		TIR Missed: No	0.25
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	3.05
INC000000611344	Lisa V Hunt	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: No	1.23
INC000000611372	Lillian Houghton	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Resolved	TTR Missed: No	4.22
INC000000611451	Purita Buck	Application	Error	Gmail		TIR Missed: No	0.17
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	0.44
INC000000611489	Tia Dalrymple	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	0.04
INC000000611501	Cathy Spillman	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	0.38
INC000000611939	Lorna Ward	None	None	Gmail		TIR Missed: Yes	76.22
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	76.22
INC000000612048	Whitney Johnson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.55
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.33
INC000000612109	Michelle G Christensen	Application	None	Gmail		TIR Missed: No	0.20
	Technical Lead/Project Manager	Danielle Hood	Health	Low	Closed	TTR Missed: No	0.41
INC000000612190	Cody Simonsen	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	0.24
INC000000612414	Phillip Gresham	Application	Error	Gmail		TIR Missed: Yes	36.00
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	36.00

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Health

INC000000612422	Jody Sargent	Application	Error	SAFE		TIR Missed: No	0.72
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: Yes	6.17
INC000000612543	David Davis	Application	Error	None		TIR Missed: No	0.57
	Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed: Yes	125.46
INC000000612579	Catherine Sparks	Application	None	Gmail		TIR Missed: Yes	7.73
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	7.74
INC000000612622	Phillip Gresham	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: Yes	25.44
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	33.16
INC000000612718	Diane Kimmerle	Application	Error	Gmail		TIR Missed: Yes	21.15
	Technical Lead/Project Manager	Danielle Hood	Health	High	Closed	TTR Missed: Yes	105.99
INC000000612753	Julie Moore	Application	Error	Gmail		TIR Missed: Yes	2.93
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	2.93
INC000000612800	Kimra Goble	Application	Error	Gmail		TIR Missed: Yes	2.02
	Technical Lead/Project Manager	Paul Lundell	Health	Low	Closed	TTR Missed: No	2.02
INC000000612949	Diane Kimmerle	Application	Error	Gmail		TIR Missed: Yes	3.33
	Desktop Services Management	Jim Howard	Health	High	Closed	TTR Missed: N/A	
INC000000613078	Marlo Corona	Application	Error	Gmail		TIR Missed: Yes	1.77
	Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: No	1.88
INC000000613366	Nancy McConnell	None	None	None		TIR Missed: Yes	2.02
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	5.31
INC000000613571	Patrice Morley	None	None	Gmail		TIR Missed: Yes	10.25
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: Yes	10.26
INC000000613596	Jessie Huff	Application	None	Gmail		TIR Missed: Yes	9.85
	Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: Yes	9.95
INC000000613629	Melanie Jorgenson	Application	None	Gmail		TIR Missed: Yes	1.98
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Resolved	TTR Missed: Yes	22.89
INC000000613671	Kara Verner	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Health	Medium	Resolved	TTR Missed: No	0.11
INC000000613696	Hillary McDermott	None	None	None		TIR Missed: Yes	57.49
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	57.49
INC000000613712	Laverne Snow	Application	Error	Gmail		TIR Missed: No	0.04
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	47.48
INC000000614495	Gayle Six	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.19
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	4.78

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Health

INC000000614702	Marie Aschliman	None	None	None		TIR Missed: No	0.25
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.36
INC000000614901	Nancy McConnell	None	None	None		TIR Missed: Yes	58.03
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: Yes	58.03
INC000000614928	Nancy McConnell	None	None	None		TIR Missed: Yes	57.79
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: Yes	57.79
INC000000615545	Wayne Davis	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	0.00
INC000000615568	Linda Robinson	Application	Error	Gmail		TIR Missed: Yes	2.02
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	2.02
INC000000615573	Jodee Baker	Application	Reporting	Gmail		TIR Missed: Yes	50.93
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	50.93
INC000000615709	Gene Hofeling	None	None	Gmail		TIR Missed: Yes	79.82
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: Yes	100.27
INC000000615745	Annie Coyle	None	None	Gmail		TIR Missed: Yes	1.05
	Technical Lead/Project Manager	Dustin Crump	Health	Low	Closed	TTR Missed: No	1.06
INC000000616375	Allie A Shepard	Application	Error	Gmail		TIR Missed: Yes	72.59
	Help Desk	Sarah Johnson	Health	Low	Closed	TTR Missed: Yes	72.59
INC000000616383	Gail Rapp	Application	Error	Gmail		TIR Missed: Yes	11.42
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	11.94
INC000000616468	Patrice Morley	Application	Error	Gmail		TIR Missed: Yes	12.57
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: Yes	12.58
INC000000616478	Annie Coyle	Application	Error	Gmail		TIR Missed: Yes	90.40
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	93.92
INC000000616494	Tom Hudachko	Application	Error	Gmail		TIR Missed: No	0.59
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: Yes	42.53
INC000000616504	Terry Holden	Application	Error	None		TIR Missed: No	0.44
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.09
INC000000616513	Terry Holden	Application	Error	None		TIR Missed: No	0.09
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.96
INC000000616558	Carol Runia	None	None	Gmail		TIR Missed: Yes	69.96
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	106.63
INC000000616762	Zenda Schwab	Application	Password	Gmail		TIR Missed: No	0.19
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.19

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Health

INC000000616877	Cynthia Alexander Technical Lead/Project Manager	Application Paul Lundell	Error Health	Gmail Low	Closed	TIR Missed: Yes TTR Missed: No	2.16 2.16
INC000000617111	Alyssa Gulrajani Application Services	Application Tony Larsen	Error Health	Laboratory Information Manager Medium	Closed	TIR Missed: Yes TTR Missed: Yes	3.43 51.76
INC000000617211	Nita Jensen Metro D Desktop Support	Application Tina West	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.50 1.04
INC000000617266	Janell Hall Help Desk	Application Sarah Johnson	Error Health	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	63.22 63.22
INC000000617554	Julie Moore Help Desk	Application Sarah Johnson	Error Health	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	60.34 60.34
INC000000617749	Susan Griffing Metro D Desktop Support	None Michael Schmidt	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.13 0.30
INC000000617807	Colleen Murphy Metro D Hosting	None Donny Ford	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.14 5.63
INC000000617816	Janice Boswell Application Services	Application Danielle Hood	None Health	Gmail Low	Resolved	TIR Missed: No TTR Missed: Yes	0.28 62.23
INC000000617878	Robyn Atkinson Application Services	Application Dustin Crump	Reporting Health	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	76.32 76.32
INC000000617905	Chantelle Riddle Metro C West Desktop Support	None Cody Flanders	None Health	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.85 2.19
INC000000618172	Betsi Patino Metro D Help Desk	Application John Robinson	Password Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618225	Russell Hardy Rural Central Desktop Support	Application Rod Montoya	Error Health	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618278	Lori Sorensen Metro D Help Desk	Application Matthew Earl	Error Health	Microsoft Windows XP Professional Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618291	Cyndee Brisk Metro D Help Desk	Mainframe Matthew Earl	Error Health	Medicaid Managed Information System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618305	Linda Robinson Metro D Help Desk	Application Matthew Earl	Error Health	BMI Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618311	Nathaniel Ash Metro D Help Desk	Application John Robinson	Password Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618328	Jan Case Metro D Help Desk	PC/Laptop Matthew Earl	Error Health	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.68 0.68

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Health

INC000000618344	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: Yes	1.18
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	1.20
INC000000618364	Julie Moore	None	None	Gmail		TIR Missed: Yes	1.41
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	1.41
INC000000618384	Kylene Hilton	Application	Error	None		TIR Missed: No	0.49
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.63
INC000000618393	Patsy Buchmiller	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Health	Low	Closed	TTR Missed: No	0.04
INC000000618418	Whitney Johnson	Application	None	Postini		TIR Missed: No	0.46
	Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: No	0.46
INC000000618504	Christine Jones	Application	Error	Gmail		TIR Missed: No	0.71
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.88
INC000000618513	Emily Sagers	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.14
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	1.48
INC000000618520	Gambrelli Layco	Application	None	Laboratory Information Manager		TIR Missed: No	0.23
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.23
INC000000618534	Michelle Hale	Telecom	None	Telephone		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.52
INC000000618543	Carol Runia	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000618548	Kathy Cordova	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.86
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.57
INC000000618553	Tiffany Berardi	Application	Error	Laboratory Information Manager		TIR Missed: No	0.15
	Application Services	Tony Larsen	Health	Medium	Closed	TTR Missed: No	0.43
INC000000618576	Allison Rondeau	EIS Hardware	PC/Laptop	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000618589	Iona Thraen	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000618618	Julie Moore	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000618621	Lisa DuPray	Application	Error	Gmail		TIR Missed: No	0.05
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.65
INC000000618629	Dana B Gauthier	None	None	None		TIR Missed: No	0.33
	Metro D Hosting	Glenn Lepore	Health	Low	Closed	TTR Missed: No	0.59

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Health

INC000000618665	Sherri Lizotte	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.04
INC000000618669	Sandy Schulthies	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000618696	Christine Weiss	EIS Hardware	PC/Laptop	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000618719	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.16
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.23
INC000000618721	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.13
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.20
INC000000618731	Emily Sagers	Network	Performance	None		TIR Missed: No	0.38
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: Yes	33.53
INC000000618755	Curtis Burk	Application	None	Gmail		TIR Missed: No	0.08
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	3.31
INC000000618800	Kristine Lynch	PC/Laptop	Performance	None		TIR Missed: Yes	1.22
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.33
INC000000618823	Lori Sorensen	PC/Laptop	Performance	None		TIR Missed: No	0.55
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.02
INC000000618824	Peggy Montague	Application	None	Gmail		TIR Missed: Yes	19.08
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: Yes	76.30
INC000000618884	Julia Mathews	Network	None	None		TIR Missed: No	0.27
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.57
INC000000618912	Charris Wayman	Application	Error	Newborn Screening - Laboratory		TIR Missed: Yes	1.76
	Application Services	Terry Forsgren	Health	Medium	Closed	TTR Missed: No	1.81
INC000000618915	Adriana Moreno	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000618920	Allan Hill	Network	Performance	None		TIR Missed: No	0.65
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: Yes	72.53
INC000000618922	Tiffany B. Reyes	Application	Error	eFIND/eSHARE		TIR Missed: No	0.41
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.41
INC000000618931	Colleen Murphy	Network	None	None		TIR Missed: No	0.28
	Metro D Hosting	Donny Ford	Health	Low	Closed	TTR Missed: No	1.69
INC000000618936	Emily Sagers	EIS Hardware	None	None		TIR Missed: No	0.23
	Strategic Communications	Dennis Rogers	Health	Low	Closed	TTR Missed: Yes	44.12

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INC000000618937	Jennifer Critchley Operations Production Control	Mainframe Christie Burnham	Password Health	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.28 0.28
INC000000618951	Carol Lowder Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618964	Norm Brown Application Services	Application Terry Forsgren	Error Health	Linux Low	Closed	TIR Missed: Yes TTR Missed: No	2.68 3.11
INC000000618970	Tiffany B. Reyes Metro D Desktop Support	Application Philip Henderson	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.75 0.75
INC000000618981	Shauna Craig Metro D Help Desk	Network Matthew Earl	Error Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618985	Shelba Rich Help Desk	Mainframe Vicky Marrelli	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000618991	Deborah Turner Metro D Hosting	Network Steven Haderlie	None Health	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.12 11.39
INC000000618994	April Pappas Operations Production Control	Application Christie Burnham	None Health	Medicaid Managed Information : Low	Closed	TIR Missed: No TTR Missed: No	0.35 0.35
INC000000619047	Diana Rueff Application Services	None Danielle Hood	None Health	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.93 1.17
INC000000619051	Jason Mott Application Support - Oracle	Application Tony Hess	None Health	Medicaid Managed Care System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.48
INC000000619077	Denise Spicer Metro D Help Desk	Application John Robinson	Error Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000619114	Darryl Snyder Metro D Desktop Support	Application Philip Henderson	Error Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.39
INC000000619129	Kate Hester Metro D Help Desk	Application Matthew Earl	Error Health	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000619146	Kim Michelson Metro D Help Desk	Application Matthew Earl	Error Health	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000619152	Linda Boulden Metro D Help Desk	Application Matthew Earl	Error Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000619158	Heather Roberts Rural North Desktop Support	Application Ryan Casey	Error Health	SAFE Low	Closed	TIR Missed: Yes TTR Missed: No	1.97 1.97
INC000000619179	Karen L. Amlin Peterson Metro D Help Desk	Mainframe John Robinson	Password Health	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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Health

INC000000619183	Rodney Hopkins	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.00
INC000000619194	Karen Roylance	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.56
Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	2.08
INC000000619198	Kate Hester	Application	Error	Gmail	TIR Missed: No	0.02
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	2.63
INC000000619204	Willow Greer	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000619210	Zoann Finney	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.47
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: Yes	22.04
INC000000619217	Donna J Riley	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000619219	Jody Sargent	Application	Error	Citrix ICA Client	TIR Missed: Yes	1.38
Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	2.76
INC000000619221	Michelle Grossman	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000619241	Sally Valdez	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.20
Metro D Hosting	Steven Haderlie	Health	Medium	Closed	TTR Missed: Yes	10.09
INC000000619247	Mary Kienitz	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.18
Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.18
INC000000619288	Simon Bolivar	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000619304	Gambrelli Layco	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed: No	0.00
INC000000619320	Charla Haley	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000619338	Amy Oliver	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.18
Voice/Data/WAN Services	Greg Blessing	Health	Low	Closed	TTR Missed: No	2.73
INC000000619339	Holly Uphold	Application	Error	None	TIR Missed: No	0.36
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	5.81
INC000000619359	Karin Parker	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000619376	Melissa Dimond	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00

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INC000000619380	Frances Barben	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	2.29
INC000000619396	Lou Allen	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.00
INC000000619397	Karin Parker	Application	Error	BlueZone		TIR Missed: No	0.05
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.30
INC000000619398	Kevin Bagley	EIS Hardware	PC/Laptop	Microsoft Windows 7		TIR Missed: No	0.32
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	3.78
INC000000619407	Kimberly Johnson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000619411	Rett Hansen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000619420	Shari Hunsaker	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000619461	Jennifer Mayfield	Network	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.15
INC000000619463	Jessica Sanders	Network	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.12
INC000000619465	Patrice Morley	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.27
INC000000619476	Kathy Paras	Application	Error	PGP		TIR Missed: No	0.06
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.74
INC000000619492	Tami Spencer	PC/Laptop	Error	None		TIR Missed: No	0.89
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.89
INC000000619544	Tracy Freeman	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000619547	Mark E Jones	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.38
INC000000619555	Bobbi Hansen	Application	Password	Medicaid Managed Information		TIR Missed: No	0.36
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.51
INC000000619574	Brett Cross	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Dawn Wayment	Health	Medium	Closed	TTR Missed: No	0.90
INC000000619578	Mary Jo Dabbling	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Health	Low	Closed	TTR Missed: No	0.00

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INC000000619599	David Meadows Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000619609	Karen Roylance Help Desk	Network James Stearns	Error Health	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000619636	Lynn Phillips Metro D Desktop Support	Application Philip Henderson	Error Health	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.06
INC000000619637	Mark E Jones Metro D Desktop Support	Application Philip Henderson	Error Health	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.04
INC000000619655	Kimberly Rasmussen Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000619690	Isabella Wright Technical Lead/Project Manager	Application Martin Gonzalez	Reporting Health	Gmail Low	TIR Missed: No Closed TTR Missed: No	0.04 3.76
INC000000619735	Tiffany B. Reyes Metro D Desktop Support	None Michael Schmidt	None Health	None Low	TIR Missed: No Closed TTR Missed: No	0.15 0.41
INC000000619739	Sheila Trott Metro D Desktop Support	None Michael Schmidt	None Health	Gmail Low	TIR Missed: No Closed TTR Missed: No	0.36 0.39
INC000000619749	Purita Buck Metro D Desktop Support	PC/Laptop Eldon Jenson	Performance Health	None Low	TIR Missed: No Closed TTR Missed: No	0.00 2.02
INC000000619838	Deborah Turner Application Services	None Danielle Hood	None Health	None Low	TIR Missed: No Resolved TTR Missed: Yes	0.80 83.54
INC000000619890	Tiffany Berardi Application Services	Application Terry Forsgren	Error Health	Laboratory Information Manager Low	TIR Missed: No Closed TTR Missed: Yes	0.00 7.62
INC000000619950	Cristy Sneddon Metro D Help Desk	Application John Robinson	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000619956	Hillary McDermott Metro D Help Desk	Application John Robinson	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000619987	Kathy A Hills Application Support - Oracle	Application Tony Hess	Error Health	Medicaid Managed Care System Low	TIR Missed: Yes Closed TTR Missed: No	1.35 1.35
INC000000620027	Jenniel Allen Metro D Help Desk	None Doug Brown	None Health	Gmail Low	TIR Missed: No Closed TTR Missed: No	0.71 0.71
INC000000620106	Lori Lovett Metro D Help Desk	Mainframe Doug Brown	Password Health	BlueZone Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000620124	Jamie Pluta Help Desk	Application James Stearns	Password Health	Utah Master Directory Low	TIR Missed: No Closed TTR Missed: No	0.21 0.21

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INC000000620180	Nanette Waters	None	None	None		TIR Missed: No	0.36
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.45
INC000000620185	Nanette Waters	None	None	None		TIR Missed: No	0.33
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.45
INC000000620193	Nanette Waters	None	None	None		TIR Missed: No	0.24
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.37
INC000000620242	Christopher Wnek	Application	Error	Gmail		TIR Missed: Yes	1.30
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: No	3.06
INC000000620262	Heidi Robertson	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.40
INC000000620269	Bryan Berry	None	None	None		TIR Missed: No	0.00
	Network Operations	Jeff Reed	Health	Low	Closed	TTR Missed: Yes	6.99
INC000000620293	Nancy McConnell	None	None	None		TIR Missed: No	0.27
	Metro D Hosting	David Hert	Health	Low	Closed	TTR Missed: No	1.64
INC000000620325	Gay Brogdon	Application	Error	None		TIR Missed: No	0.47
	Metro D Hosting	David Hert	Health	Low	Closed	TTR Missed: No	1.01
INC000000620330	Jerilin Nunu	Mobile Devices	None	Ipads		TIR Missed: Yes	1.12
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.75
INC000000620367	Dulce Diez	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	
INC000000620380	Alyssa Gulrajani	Application	Error	Laboratory Information Manager		TIR Missed: No	0.30
	Application Support - LIMS	Steven Tuttle	Health	Low	Closed	TTR Missed: Yes	12.22
INC000000620385	Heather Rich	Application	Error	None		TIR Missed: No	0.14
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.14
INC000000620386	Karen Roylance	Network	Incident	None		TIR Missed: No	0.29
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.73
INC000000620396	Linda Schiele	Application	None	None		TIR Missed: No	0.82
	Metro D Hosting	Donny Ford	Health	Low	Closed	TTR Missed: No	1.30
INC000000620412	Kevin Bagley	PC/Laptop	Hardware	None		TIR Missed: No	0.93
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	3.66
INC000000620432	Amanda Hovermale	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000620434	Lin-Marie Wright	Application	Reporting	None		TIR Missed: No	0.14
	Enterprise Security	Dan Cook	Health	Low	Closed	TTR Missed: No	0.29

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Health

INC000000620507	Annalyn Beers	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000620529	Tong Zheng	Application	None	Gmail		TIR Missed: No	0.54
	Application Services	Danielle Hood	Health	Low	Resolved	TTR Missed: Yes	54.84
INC000000620569	Annie Coyle	Application	None	None		TIR Missed: No	0.47
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: Yes	10.39
INC000000620583	Pam Kerby	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.02
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.20
INC000000620609	Alyssa Gulrajani	Application	Error	Laboratory Information Manager		TIR Missed: Yes	5.50
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	5.55
INC000000620639	John Slade	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	
INC000000620728	Heather Rich	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.00
INC000000620741	Barton Wiest	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Health	Low	Closed	TTR Missed: No	5.06
INC000000620760	Cleve Evans	None	None	None		TIR Missed: Yes	1.06
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: Yes	52.62
INC000000620851	Evelyn Guerrero	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000620898	Alexandria Leffler	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.17
INC000000620921	Kathy Hills	Application	Error	Adobe Acrobat		TIR Missed: No	0.23
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.34
INC000000620978	Bryce Sherwood	None	None	None		TIR Missed: No	0.62
	Metro D Hosting	Donny Ford	Health	Low	Closed	TTR Missed: No	1.32
INC000000620986	Kathy Paras	Application	Error	None		TIR Missed: No	0.09
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.15
INC000000621001	Patsy Buchmiller	Application	Password	Utah Master Directory		TIR Missed: No	0.11
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.99
INC000000621042	Cassandra Fairclough	None	None	None		TIR Missed: No	0.45
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.53
INC000000621055	Nanette Waters	None	None	None		TIR Missed: No	0.28
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.34

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INC000000621092	Jeanette Little	PC/Laptop	Password	None		TIR Missed: No	0.47
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.47
INC000000621097	Joshua Byrd	Application	None	Internet Explorer		TIR Missed: No	0.88
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.41
INC000000621098	Jody Sargent	Application	Error	Citrix ICA Client		TIR Missed: No	0.40
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.56
INC000000621127	Jonathan Anderson	Application	Password	PGP		TIR Missed: No	0.14
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.17
INC000000621146	Barton Wiest	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000621168	Amanda Yoshida	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000621200	Nanette Waters	None	None	None		TIR Missed: No	0.32
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.34
INC000000621345	Amanda Yoshida	Application	Error	None		TIR Missed: No	0.25
	Desktop Services Management	Jim Howard	Health	Low	Closed	TTR Missed: No	0.27
INC000000621433	Jennifer Franchow	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.49
	Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	4.14
INC000000621499	Gayle Wood	Application	None	None		TIR Missed: No	0.52
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.68
INC000000621509	Jim Taliaferro	Application	Error	Gmail		TIR Missed: No	0.40
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	3.77
INC000000621518	Beverly Jackson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000621524	Tania Charette	Application	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000621538	Joshua Legler	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	
INC000000621591	Richard Cumba	Application	Error	None		TIR Missed: No	0.41
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.41
INC000000621597	Tania Charette	Application	Password	None		TIR Missed: No	0.43
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	0.49
INC000000621602	Nanette Waters	Mainframe	None	BlueZone		TIR Missed: Yes	2.44
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	2.47

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Health

INC000000621626	Tania Charette	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000621648	Whitney Johnson	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.41
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.20
INC000000621717	Lisa Wimmer	None	None	Emergency Medical Services		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000621725	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.16
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.16
INC000000621727	Gayle Wood	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.25
INC000000621746	Diana Rueff	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000621749	Curtis Burk	Application	None	None		TIR Missed: No	0.14
	Metro D Hosting	Glenn Lepore	Health	Low	Closed	TTR Missed: No	0.77
INC000000621756	Sandy Foxley	Telecom	Dial Tone	Telephone		TIR Missed: No	0.45
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.52
INC000000621775	Nita Jensen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.02
INC000000621799	Mark Bradshaw	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	
INC000000621804	David Antell	Storage	None	None		TIR Missed: No	0.29
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	0.69
INC000000621824	Susanne Knight	None	None	None		TIR Missed: Yes	22.52
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: Yes	22.52
INC000000621826	Leslie Minaya	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000621839	Isabel Frech lopez	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.44
INC000000621886	Tanya Turnbow	Application	Password	Utah Master Directory		TIR Missed: No	0.46
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.47
INC000000622035	Susan Ord	Application	Password	Utah Master Directory		TIR Missed: No	0.30
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.30
INC000000622036	Kate Hester	None	None	None		TIR Missed: No	0.11
	Rural North Desktop Support	Lori Hartzell	Health	Low	Closed	TTR Missed: No	1.12

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Health

INC000000622039	Joseph White	None	None	None		TIR Missed: No	0.17
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.48
INC000000622070	Tanya Turnbow	Application	None	Gmail		TIR Missed: No	0.67
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	1.63
INC000000622077	Linda Asa	None	None	None		TIR Missed: No	0.09
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.16
INC000000622081	Lizeth Hernandez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000622184	Sally Valdez	Mainframe	Password	BlueZone		TIR Missed: No	0.66
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.70
INC000000622193	David Antell	Application	Password	Utah Master Directory		TIR Missed: No	0.36
	Application Support - DFI	Drew Penrod	Health	Low	Closed	TTR Missed: Yes	12.18
INC000000622219	Wayne Davis	Application	Password	Finance Data Warehouse		TIR Missed: No	0.11
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: Yes	7.66
INC000000622225	Christine Espinel	Application	Error	Lyris List Server		TIR Missed: Yes	8.18
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: Yes	18.69
INC000000622244	Gail Rapp	Application	None	Postini		TIR Missed: No	0.12
	Application Services	Danielle Hood	Health	Low	Resolved	TTR Missed: No	5.59
INC000000622260	Diane Kimmerle	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.16
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.70
INC000000622289	Rita Ramirez	None	None	None		TIR Missed: Yes	1.16
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	2.13
INC000000622293	Tong Zheng	Application	None	None		TIR Missed: Yes	1.40
	Metro D Hosting	Glenn Lepore	Health	Low	Closed	TTR Missed: No	1.40
INC000000622305	Katie Shields	PC/Laptop	None	None		TIR Missed: No	0.19
	Metro B Desktop Support	Peter Musser	Health	Low	Closed	TTR Missed: No	3.55
INC000000622347	Whitney Johnson	Network	Error	Utah Master Directory		TIR Missed: No	0.07
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.17
INC000000622349	Kathy Hills	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	1.51
INC000000622352	Brenda Ralls	Application	None	Gmail		TIR Missed: No	0.07
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.61
INC000000622370	Susan Dickinson	PC/Laptop	Performance	None		TIR Missed: No	0.18
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.44

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Health

INC000000622398	Simon Bolivar	Application	Error	None		TIR Missed: No	0.36
	Capitol Hosting	Patrick Funk	Health	Low	Closed	TTR Missed: No	2.02
INC000000622406	Rachel Black	Application	Password	Utah Master Directory		TIR Missed: No	0.14
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.14
INC000000622422	Lynnette Godfrey	Application	Error	Finance Data Warehouse		TIR Missed: No	0.27
	Capitol Hosting	Danny Black	Health	Low	Closed	TTR Missed: No	1.28
INC000000622433	Rett Hansen	Application	Error	Gmail		TIR Missed: No	0.37
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.37
INC000000622462	Marissa Taddie	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	
INC000000622473	Julie Moore	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000622485	Carol Lowder	Application	Error	Gmail		TIR Missed: No	0.89
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.89
INC000000622518	Tim Morley	Network	Error	None		TIR Missed: No	0.27
	Metro D Hosting	Glenn Lepore	Health	Low	Closed	TTR Missed: No	0.39
INC000000622521	Thomas Jones	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000622525	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: Yes	1.28
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	1.30
INC000000622551	Angela Ward	Mobile Devices	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000622568	Annette Atkinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000622584	Lana Adams	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000622586	Liliana Lao	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Health	Low	Closed	TTR Missed: No	0.10
INC000000622592	Kathy A Hills	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000622614	Sally Valdez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.05
INC000000622621	Gordon Whitehead	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Health	Low	Closed	TTR Missed: No	0.00

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Health

INC000000622665	Michelle Martin	None	None	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000622682	Suzanne Slaughter	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.00
INC000000622716	Lana Adams	Application	Error	Avaya IP Softphone		TIR Missed: Yes	1.55
	Rural North Desktop Support	Neil Smedley	Health	Low	Closed	TTR Missed: No	1.55
INC000000622721	Lana Adams	Application	Reporting	None		TIR Missed: Yes	1.56
	Rural North Desktop Support	Neil Smedley	Health	Low	Closed	TTR Missed: No	1.56
INC000000622731	John Hylen	Application	Error	None		TIR Missed: No	0.09
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.54
INC000000622764	Gerrie Dowdle	Application	None	Gmail		TIR Missed: No	0.87
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.87
INC000000622787	Sarah Atherton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000622827	Carmen Dickson	Network	None	None		TIR Missed: No	0.37
	Metro D Hosting	Donny Ford	Health	Low	Closed	TTR Missed: No	1.11
INC000000622862	Kara Verner	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000622867	Frances Barben	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Health	Low	Closed	TTR Missed: No	0.00
INC000000622878	Liliana Lao	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Health	Low	Closed	TTR Missed: No	0.10
INC000000622927	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.22
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.22
INC000000622947	Jody Sargent	None	None	Citrix ICA Client		TIR Missed: No	0.64
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: Yes	77.55
INC000000622982	Esther Munene	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000622995	Mary Pahoundis	Application	Error	Citrix ICA Client		TIR Missed: No	0.39
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.68
INC000000622998	Julie Moore	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.89
INC000000623017	Annie Coyle	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00

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Health

INC000000623020	Jerry Carlile	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000623046	Angela Ward	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.00
	Help Desk	Sarah Johnson	Health	Low	Closed	TTR Missed: No	2.14
INC000000623051	Joe Mason	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000623132	Toni Estrada	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000623136	Heather Carlson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000623146	Irene Petrogeorge	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000623147	Candace Bleazard	PC/Laptop	Hardware	None		TIR Missed: No	0.28
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	3.51
INC000000623181	Cecelia Richins	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.02
INC000000623188	Lynann Williams	Application	Error	None		TIR Missed: No	0.30
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.62
INC000000623239	Jonathan Anderson	Server	None	None		TIR Missed: No	0.16
	Metro D Hosting	Donny Ford	Health	Low	Closed	TTR Missed: No	1.02
INC000000623264	Terre Lashier	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Health	Low	Closed	TTR Missed: No	0.00
INC000000623272	Amanda Yoshida	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	2.17
INC000000623275	Jessica Strout	Telecom	Voice Mail	Telephone		TIR Missed: No	0.31
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.93
INC000000623424	Cyndi Bemis	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000623481	Patsy Tingey	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000623541	Richard Cumba	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000623548	Sally Valdez	Application	Error	Medicaid Managed Information :		TIR Missed: No	0.41
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.54

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Health

INC000000623556	Scott Ellis	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000623606	Lynnette Godfrey	None	None	None		TIR Missed: No	0.79
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.10
INC000000623622	Nanette Waters	None	None	None		TIR Missed: Yes	2.80
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	2.82
INC000000623648	Nanette Waters	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.05
INC000000623670	Tiffany B. Reyes	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000623672	Christine Espinel	Application	Error	Lyris List Server		TIR Missed: No	0.05
	Help Desk	Sarah Johnson	Health	Low	Closed	TTR Missed: No	0.05
INC000000623742	Adriana Moreno	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000623752	Drew Quinn	Application	Error	Gmail		TIR Missed: Yes	19.57
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	19.86
INC000000623799	Amy Oliver	Server	None	None		TIR Missed: No	0.55
	Metro D Hosting	Donny Ford	Health	Low	Closed	TTR Missed: No	1.00
INC000000623876	Susan Russell	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000623877	Karla Matheson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.02
INC000000623881	Rosemary VanderMeyden	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000623907	Julie Moore	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000623941	Ina Oviatt	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000623945	Phyllis Crowley	Application	Error	PGP		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000623992	Jordan Peterson	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.10
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.10
INC000000624001	Winfred Pauley	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.28
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.33

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Health

INC000000624022	Ann Granato	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.48
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	0.67
INC000000624029	David Jackson	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	0.53
INC000000624043	Sarah Atherton	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Health	Low Closed	TTR Missed: No	0.13
INC000000624061	Sarah Atherton	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.00
INC000000624089	Carmen Dickson	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000624121	Linda Boulden	Application	Error	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000624170	Marie Nagata	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000624199	Cynthia Nelson	Application	Error	SAFE	TIR Missed: No	0.64
	Metro D Help Desk	Matthew Earl	Health	Low Closed	TTR Missed: No	0.73
INC000000624214	Brian Beck	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000624232	Toni Estrada	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low Closed	TTR Missed: No	0.00
INC000000624237	Ann Granato	PC/Laptop	Virus	Microsoft Windows 7	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	1.02
INC000000624252	Cindy Shepherd	Application	Reporting	Avaya IP Softphone	TIR Missed: No	0.13
	Metro D Help Desk	Matthew Earl	Health	Low Closed	TTR Missed: No	0.83
INC000000624261	Terri C Johnson	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000624265	Julie Moore	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.26
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	0.26
INC000000624274	Mindi Manes	Application	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	0.48
INC000000624289	Karla Matheson	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low Closed	TTR Missed: No	0.00
INC000000624308	Karin Parker	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00

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Health

INC000000624318	Kathy Short	Application	Error	Medicaid Managed Information : TIR Missed: Yes			12.02
	Application Support - MMIS	Steven Hegji	Health	Low	Closed	TTR Missed: Yes	12.02
INC000000624323	Chelsie Knighton	EIS Hardware	None	None		TIR Missed: No	0.16
	Strategic Communications	Luis Larios	Health	Low	Closed	TTR Missed: No	3.17
INC000000624339	April Bennett	None	None	None		TIR Missed: Yes	2.17
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	2.17
INC000000624378	Julie Mark	Application	Error	Medicaid Managed Information : TIR Missed: No			0.73
	Metro D Help Desk	John Robinson	Health	High	Closed	TTR Missed: No	0.73
INC000000624437	Ann Granato	Network	Password	Novell Client for 32-bit Windows TIR Missed: No			0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000624444	Purita Buck	PC/Laptop	Error	None		TIR Missed: No	0.48
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.97
INC000000624449	Adriana Moreno	Application	Error	Gmail		TIR Missed: Yes	2.97
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: No	5.19
INC000000624454	Nancy Reading	Network	Password	Novell Client for 32-bit Windows TIR Missed: No			0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000624467	Denise Spicer	Network	Password	Novell Client for 32-bit Windows TIR Missed: No			0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000624478	Owen Quinonez	Telecom	None	None		TIR Missed: No	0.74
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.86
INC000000624497	Natalie Roth	Application	Error	DOHNET TIR Missed: Yes			1.12
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	2.63
INC000000624562	Phillip Gresham	None	None	None		TIR Missed: No	0.47
	Metro D Hosting	Donny Ford	Health	Low	Closed	TTR Missed: No	1.32
INC000000624569	Mary Pahoundis	Application	Error	Citrix ICA Client TIR Missed: No			0.29
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.35
INC000000624598	Ina Oviatt	PC/Laptop	Error	None		TIR Missed: Yes	1.47
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.47
INC000000624615	Christine Espinel	Application	None	Gmail		TIR Missed: Yes	56.08
	Application Services	Martin Gonzalez	Health	Medium	Resolved	TTR Missed: Yes	56.08
INC000000624675	Richard Harward	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.03
INC000000624701	Gordon Whitehead	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Health	Low	Closed	TTR Missed: No	0.00

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Health

INC000000624762	Cyndi Bemis	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low Closed	TTR Missed: No	0.00
INC000000624802	Esther Munene	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000624807	Norman Thurston	Mobile Devices	None	iPhone	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low Closed	TTR Missed: No	0.00
INC000000624827	Janell Hall	PC/Laptop	Performance	None	TIR Missed: No	0.35
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	3.12
INC000000624862	Terry Holden	None	None	None	TIR Missed: No	0.30
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	1.87
INC000000624875	Shannon Skiles	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	
INC000000624925	Veronica Ramos	Application	None	None	TIR Missed: No	0.68
	Metro D Hosting	Steven Haderlie	Health	Low Resolved	TTR Missed: No	1.89
INC000000624941	Jeff Nelson	Telecom	Voice Mail	None	TIR Missed: No	0.45
	Voice Operations	Gail Christiansen	Health	Low Closed	TTR Missed: No	0.45
INC000000624948	Tracy Freeman	Network	None	None	TIR Missed: No	0.08
	Metro D Hosting	Donny Ford	Health	Low Closed	TTR Missed: No	2.92
INC000000625015	Bobbie Lou Anderson	Application	Error	None	TIR Missed: No	0.20
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	0.63
INC000000625026	Corina Pace	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000625033	Becky Tyler	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.00
INC000000625039	David Meadows	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000625059	Kim Michelson	None	None	None	TIR Missed: No	0.80
	Metro B Desktop Support	Cindy Reed	Health	Low Closed	TTR Missed: No	2.87
INC000000625061	Shannon Skiles	Application	Password	Utah Master Directory	TIR Missed: No	0.27
	Help Desk	Julie VanBeekum	Health	Low Closed	TTR Missed: No	0.41
INC000000625094	Dana B Gauthier	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000625103	Sheila Walsh-McDonald	Application	Error	None	TIR Missed: No	0.00
	Metro D Hosting	Donny Ford	Health	Medium Closed	TTR Missed: No	0.76

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Health

INC000000625127	Tami Velasquez	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Health	Low	Closed	TTR Missed: No	0.01
INC000000625135	Carol Runia	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000625138	Bobbie Lou Anderson	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000625139	Whitney Johnson	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000625143	Kellie Baxter	None	None	None		TIR Missed: No	0.82
	Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed: Yes	18.25
INC000000625148	Diana Rueff	PC/Laptop	Error	None		TIR Missed: No	0.85
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.85
INC000000625389	Dean Penovich	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	3.39
INC000000625396	Linda Boulden	Application	Password	Utah Master Directory		TIR Missed: No	0.46
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.51
INC000000625409	Karen L. Amlin Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000625429	Kelly Robinson	PC/Laptop	Error	None		TIR Missed: No	0.41
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.41
INC000000625439	Evelyn Gowans	Application	Password	Utah Master Directory		TIR Missed: No	0.22
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.30
INC000000625480	Irene Petrogeorge	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000625487	Janell Hall	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.27
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.27
INC000000625492	Gordon Whitehead	Application	Password	Utah Master Directory		TIR Missed: No	0.06
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.11
INC000000625499	Denise Spicer	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000625502	Kathryn Marti	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000625557	Gordon Whitehead	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

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Health

INC000000625563	Laura Snyder	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Health	Low	Closed	TTR Missed: No	0.00
INC000000625574	Karen L. Amlin Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000625664	John Curless	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000625673	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000625675	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000625719	David Meadows	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000625729	Lorna Ward	Wireless Connectivity	Error	None		TIR Missed: No	0.96
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: No	0.96
INC000000625733	Jodi Finlayson	Application	Password	Utah Master Directory		TIR Missed: No	0.39
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.39
INC000000625745	Terry Holden	Application	Error	None		TIR Missed: No	0.83
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.47
INC000000625802	Rebecca Perry	Telecom	Voice Mail	Telephone		TIR Missed: No	0.24
	Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: No	0.24
INC000000625817	Bob Fowler	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000625824	Gay Brogdon	Application	Error	None		TIR Missed: No	0.39
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.63
INC000000625826	Cyndi Bemis	Application	Error	None		TIR Missed: Yes	1.67
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: No	1.86
INC000000625869	Thomas Jones	Application	Password	Utah Master Directory		TIR Missed: No	0.06
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.06
INC000000625898	Kelly Holmes	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000625921	Michelle Martin	None	None	None		TIR Missed: Yes	2.35
	Application Services	Danielle Hood	Health	Low	Resolved	TTR Missed: No	2.35
INC000000625941	Cyndi Bemis	Telecom	Voice Mail	Telephone		TIR Missed: No	0.03
	Voice Operations	Kelly Johnson	Health	Low	Closed	TTR Missed: No	0.08

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Health

INC000000625980	Melissa Zito	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	1.96
INC000000626071	Tiffany B. Reyes	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000626074	Kimra Goble	Network	Incident	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	
INC000000626087	Paul Ince	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000626096	Shelba Rich	Telecom	IP	None		TIR Missed: No	0.12
	Voice Operations	Julie Sabato	Health	Low	Closed	TTR Missed: No	1.95
INC000000626134	Adrienne Alward	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000626152	Matthew Garff	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000626157	Adrienne Alward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000626162	Dorrie Reese	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.90
INC000000626186	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.18
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.21
INC000000626190	Nanette Waters	None	None	None		TIR Missed: Yes	2.63
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	2.66
INC000000626196	Dorrie Reese	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000626200	Julie X Olsen	Application	None	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000626220	Nanette Waters	None	None	None		TIR Missed: Yes	2.38
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	2.43
INC000000626254	Terri Burdick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000626263	Jesika Connell	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000626330	Karen M Smith	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

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INC000000626342	Patrice Morley	None	None	None		TIR Missed: No	0.11
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.76
INC000000626343	Chris Peper	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000626346	Rachel Black	Application	None	None		TIR Missed: No	0.21
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	5.68
INC000000626394	Gordon Whitehead	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000626410	Patrice Morley	PC/Laptop	Hardware	None		TIR Missed: No	0.17
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.29
INC000000626417	Nanette Waters	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000626423	Jenniel Allen	None	None	Gmail		TIR Missed: No	0.22
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.22
INC000000626439	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.39
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.42
INC000000626446	Sarah Ojeda	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000626448	Kathy Cordova	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000626497	Maritza Arce-Larreta	Application	Password	Utah Master Directory		TIR Missed: No	0.11
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.11
INC000000626553	Diana Rueff	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.64
INC000000626563	Kara Verner	EIS Hardware	None	None		TIR Missed: No	0.72
	Strategic Communications	Luis Larios	Health	Low	Resolved	TTR Missed: No	4.67
INC000000626568	Melissa Zito	Mobile Devices	None	iPhone		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000626570	Bobbie Lou Anderson	EIS Hardware	Printer	None		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000626574	Bob Blanchard	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000626576	Rebecca Ward	None	None	Postini		TIR Missed: No	0.07
	Application Services	Danielle Hood	Health	Low	Resolved	TTR Missed: No	0.07

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INC000000626619	Cyndi Bemis	Telecom	Voice Mail	Telephone		TIR Missed: No	0.33
	Voice Operations	James Gifford	Health	Low	Closed	TTR Missed: No	0.33
INC000000626626	Shirley Ala	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000626635	Alexandria Leffler	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.05
INC000000626652	Jordan Pyper	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000626656	Kimberly Rasmussen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000626660	Patrice Morley	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.47
INC000000626683	Tracy Barkley	Application	Error	Microsoft Word		TIR Missed: No	0.06
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	0.06
INC000000626712	Patsy Tingey	None	None	Gmail		TIR Missed: No	0.20
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.83
INC000000626713	Joel Hoffman	None	None	Gmail		TIR Missed: No	0.26
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.38
INC000000626728	Julie Mark	Application	None	Gmail		TIR Missed: No	0.32
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Resolved	TTR Missed: Yes	7.80
INC000000626796	Shirley Ala	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000626801	Tiffany B. Reyes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000626802	Sylvia Rigby	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000626869	Tavish Paulsen	None	None	Gmail		TIR Missed: Yes	4.56
	Application Services	Danielle Hood	Health	Low	Resolved	TTR Missed: Yes	8.23
INC000000626874	Nanette Waters	None	None	None		TIR Missed: No	0.08
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.12
INC000000626875	Louise Eutropius	Application	Error	CapNet		TIR Missed: No	0.20
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	3.36
INC000000626894	Larene Adams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000626895	Julie Moore	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	2.18
INC000000626903	Allyn Nakashima	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000626923	Lisa Kane	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000626924	Debbie Bennion	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000626932	Tavish Paulsen	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000626956	Liliana Lao	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Health	Low	Resolved	TTR Missed: No	0.04
INC000000626976	Terra Shockey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Health	Low	Resolved	TTR Missed: No	0.15
INC000000627001	Dorrie Reese	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627008	Jody Sargent	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627024	Janet Scarlet	Application	Error	Google Chrome		TIR Missed: No	0.42
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.45
INC000000627042	Rebecca Ward	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627075	Jody Sargent	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627081	Jonathan Anderson	Application	Error	Gmail		TIR Missed: No	0.34
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.60
INC000000627086	Kimberly Rasmussen	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: Yes	9.20
INC000000627088	Diana Rueff	Application	Error	CapNet		TIR Missed: No	0.34
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: Yes	6.24
INC000000627091	Stephanie Caldwell	Application	None	Gmail		TIR Missed: Yes	2.06
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: Yes	17.50
INC000000627156	Jody Sargent	Application	Password	Active Directory		TIR Missed: No	0.17
	Application Services	Terry Forsgren	Health	Low	Resolved	TTR Missed: No	1.02

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Health

INC000000627157	Simon Bolivar	Application	Error	None		TIR Missed: No	0.47
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.95
INC000000627172	Jody Sargent	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627182	Judy Mackey	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627214	Julie Olson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627230	Karen M Smith	None	None	None		TIR Missed: No	0.05
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	2.15
INC000000627231	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.22
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.24
INC000000627239	Norm Brown	None	None	Gmail		TIR Missed: Yes	2.03
	Application Services	Danielle Hood	Health	Low	Resolved	TTR Missed: Yes	9.60
INC000000627245	Teri Bills	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627265	Amber Kelly	None	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627269	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.27
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.27
INC000000627290	Jennifer Wrathall	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.39
	Metro D Hosting	Sean McMillan	Health	Low	Resolved	TTR Missed: Yes	6.91
INC000000627294	Nanette Waters	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627309	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.66
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.80
INC000000627349	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627427	Holly Lumley	Telecom	Voice Mail	Telephone		TIR Missed: No	0.23
	Voice Operations	Julie Sabato	Health	Low	Resolved	TTR Missed: No	0.23
INC000000627431	Marsha Leen-Mitchell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627475	Melody Badali	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00

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Health

INC000000627490	Evelyn Guerrero	None	None	None		TIR Missed: Yes	2.92
	Application Services	Danielle Hood	Health	Low	Resolved	TTR Missed: No	3.59
INC000000627495	Adrienne Alward	Application	Password	Active Directory		TIR Missed: Yes	3.76
	Application Services	Terry Forsgren	Health	Low	Resolved	TTR Missed: No	3.77
INC000000627526	Lynsey Gammon	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627538	Jon Reid	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627546	Cassandra Fairclough	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627550	Chris Peper	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627605	Gene Cottrell	EIS Hardware	None	None		TIR Missed: No	0.47
	Strategic Communications	Kerry Williamson	Health	Low	Resolved	TTR Missed: No	0.47
INC000000627643	Nanette Waters	None	None	None		TIR Missed: No	0.17
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.17
INC000000627652	Cynthia Nelson	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627658	Lori Savoie	None	None	None		TIR Missed: Yes	1.84
	Application Services	Danielle Hood	Health	Low	Resolved	TTR Missed: No	2.19
INC000000627671	Nanette Waters	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627702	Iona Thraen	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627704	Purita Buck	Telecom	Feature	None		TIR Missed: No	0.11
	Voice Operations	Julie Sabato	Health	Low	Resolved	TTR Missed: No	0.11
INC000000627711	Shelly Wykoff	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627719	Taylor Hampton	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000627755	Simon Bolivar	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.02
INC000000627782	Butch Luers	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000627789	Butch Luers Operations Production Control	Mainframe Christie Burnham	None Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.40 0.54
INC000000627794	Julie Moore Metro B Help Desk	Application Val Shepherd	None Health	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627800	Denise Spicer Help Desk	Application Julie VanBeekum	None Health	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.29 0.29
INC000000627810	Nanette Waters Operations Production Control	None Christie Burnham	None Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.36 0.55
INC000000627819	Caryn Slack Metro D Help Desk	Application John Robinson	Password Health	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627822	Nanette Waters Operations Production Control	None None	None Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.11 0.11
INC000000627828	Caryn Slack Metro D Help Desk	Application John Robinson	Password Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627850	Nanette Waters Operations Production Control	None Christie Burnham	None Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.35 0.35
INC000000627881	Teresa A Brechlin Voice Operations	Telecom Leon Owen	Voice Mail Health	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.25 0.25
INC000000627927	Nancy Arbon Application Services	Application Terry Forsgren	Error Health	Laboratory Information Manager Low	Resolved	TIR Missed: No TTR Missed: No	0.50 0.61
INC000000627929	Jessica Sanders Metro C Help Desk	Network Ross Owen	Password Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627932	David Patton Metro D Help Desk	Application John Robinson	Error Health	None High	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000627995	Paul Ince Metro D Hosting	Application Steven Haderlie	Error Health	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.24
INC000000628043	Lindsay Snow Metro D Desktop Support	PC/Laptop Philip Henderson	Performance Health	Microsoft Windows XP Professional Low	Resolved	TIR Missed: No TTR Missed: No	0.20 1.84
INC000000628044	Audra Solovi Metro D Desktop Support	Application Philip Henderson	None Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.14 1.76
INC000000628081	Melody Badali Metro D Help Desk	Application John Robinson	Error Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000628095	Karen Mortenson Metro D Desktop Support	Application Michael Schmidt	Error Health	BMI Low	Resolved	TIR Missed: No TTR Missed: No	0.60 0.60

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INC000000628114	Gay Brogdon	Application	Error	None		TIR Missed: No	0.37
	Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: No	0.71
INC000000628130	Gayle Monks	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628166	Cody Simonsen	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628193	Blake Anderson	Application	Error	None		TIR Missed: No	0.21
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.01
INC000000628211	John Housekeeper	Network	Performance	None		TIR Missed: No	0.27
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.28
INC000000628216	Esther Munene	Application	Error	None		TIR Missed: Yes	1.22
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.22
INC000000628221	David McKnight	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628225	Patrice Morley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.21
INC000000628240	Rachel Black	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.09
INC000000628277	Lynda Worthington	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628298	Carol Keller	Application	Password	Utah Master Directory		TIR Missed: No	0.04
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.41
INC000000628312	Elizabeth Fisher	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628627	Mary Pahoundis	Application	Error	MicrosoftWindows Operating Sy		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628655	Lisa V Hunt	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628666	Kellie Baxter	Server	None	None		TIR Missed: No	0.24
	Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: No	0.65
INC000000628697	Rocky Howell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628709	Jade Hulse	Application	Error	Medicaid Managed Information :		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00

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Health

INC000000628722	Linda Robinson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628729	Linda Robinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628765	Robyn Weaver	None	None	None		TIR Missed: No	0.00
	Metro D Hosting	David Hert	Health	Low	Resolved	TTR Missed: No	
INC000000628823	Paul Ince	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro D Hosting	Cameron Cooper	Health	Low	Resolved	TTR Missed: No	1.23
INC000000628859	Diane Kimmerle	None	None	None		TIR Missed: No	0.22
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.68
INC000000628875	Heather Renie	None	None	None		TIR Missed: No	0.63
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.43
INC000000628885	Kimberly Rasmussen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628935	Nanette Waters	None	None	None		TIR Missed: No	0.44
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.54
INC000000628944	Nanette Waters	None	None	None		TIR Missed: No	0.39
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.45
INC000000628952	Lynn Martinez	Application	Error	MicrosoftWindows Operating Sy		TIR Missed: No	0.07
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.94
INC000000628953	Nanette Waters	None	None	None		TIR Missed: No	0.34
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.39
INC000000628957	Sylvia Rigby	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628965	Stephanie Caldwell	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628972	Jeremy Gorenstein	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000628988	Jason Mott	Mainframe	Password	Medicaid Managed Information		TIR Missed: Yes	1.29
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	1.38
INC000000628991	Jeremy Gorenstein	None	None	None		TIR Missed: Yes	1.23
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	1.40
INC000000629043	Dana B Gauthier	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000629047	Cynthia Alexander	Application	Error	Gmail		TIR Missed: No	0.14
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.45
INC000000629081	Nina Baker	Application	Error	None		TIR Missed: Yes	1.05
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.43
INC000000629126	Lynda Worthington	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Health	Low	Resolved	TTR Missed: No	0.00
INC000000629146	Lanette Sorensen	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	3.00
INC000000629160	Karen Amblin	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Douglas Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000629174	Nanette Waters	None	None	None		TIR Missed: No	0.52
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.52
INC000000629210	Tricia Schmidt	None	None	None		TIR Missed: No	0.12
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: Yes	6.52
INC000000629217	Blake Minardi	None	None	None		TIR Missed: No	0.43
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	0.43
INC000000629225	Rocky Howell	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Health	Low	Resolved	TTR Missed: No	0.00
INC000000629287	Sara Connell	Application	Error	Citrix ICA Client		TIR Missed: No	0.93
	Application Services	Terry Forsgren	Health	Low	Resolved	TTR Missed: No	1.43
INC000000629331	Cindy Shepherd	None	None	None		TIR Missed: No	0.17
	Rural North Desktop Support	Neil Smedley	Health	Low	Resolved	TTR Missed: No	0.17
INC000000629363	Joel Manwill	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.37
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.66
INC000000629366	Melody Badali	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000629370	Kara Verner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Douglas Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000629394	Kara Verner	Telecom	None	None		TIR Missed: No	0.24
	Voice Operations	James Gifford	Health	Low	Resolved	TTR Missed: No	0.36
INC000000629478	Rich Foster	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Douglas Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000629493	Heather Renie	Application	Error	BlueZone		TIR Missed: Yes	1.20
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	1.45

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INC000000629500	Jordan Peterson	None	None	None		TIR Missed: No	0.57
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.19
INC000000629507	Elizabeth McElreath	None	None	None		TIR Missed: No	0.19
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.79
INC000000629586	Heather Renie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000629612	Leslie Minaya	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.00
INC000000629619	Toni Estrada	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.00
INC000000629620	Melissa Leak	None	None	None		TIR Missed: No	0.74
	Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: No	0.84
INC000000629671	Carlie Shurtliff	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Douglas Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000629720	Linda Beal	Application	Error	None		TIR Missed: No	0.20
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.94
INC000000629757	Amy Oliver	PC/Laptop	Performance	None		TIR Missed: No	0.30
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.30
INC000000629779	Marcel Bibeault	Application	Password	Novell eDirectory		TIR Missed: Yes	1.07
	Application Services	Terry Forsgren	Health	Low	Resolved	TTR Missed: No	1.18
INC000000629793	Tanayia Pomikala	None	None	None		TIR Missed: Yes	1.58
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	1.83
INC000000629812	Jovana Tapia	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000629843	McKell Drury	Application	Error	None		TIR Missed: No	0.49
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.31
INC000000629848	Nanette Waters	None	None	None		TIR Missed: No	0.82
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.87
INC000000629851	Leslie Minaya	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000629854	Leslie Minaya	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000629867	David Meadows	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000629885	Charlene Frail-McGeever	Application	Error	Medicaid Managed Care System	TIR Missed: Yes	1.44
	Application Support - Oracle	Tony Hess	Health	Low Resolved	TTR Missed: No	1.44
INC000000629904	Scott Mckenzie	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000629911	Cynthia Alexander	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.59
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	1.28
INC000000629936	Sandy Schulthies	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Resolved	TTR Missed: No	0.00
INC000000630057	Sandy Schulthies	None	None	None	TIR Missed: No	0.59
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.59
INC000000630155	Terra Shockey	Application	Error	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Resolved	TTR Missed: No	0.00
INC000000630171	Christina Bray	Application	Error	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Resolved	TTR Missed: No	0.00
INC000000630176	Lisa V Hunt	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low Resolved	TTR Missed: No	0.00
INC000000630186	Lois Boomer	Application	None	None	TIR Missed: No	0.83
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.85
INC000000630193	Lois Boomer	PC/Laptop	Hardware	None	TIR Missed: No	0.10
	Rural South Desktop Support	Dan Anthony	Health	Low Resolved	TTR Missed: No	0.10
INC000000630207	Lisa V Hunt	PC/Laptop	Error	None	TIR Missed: No	0.82
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	0.82
INC000000630223	Diane Hutchinson	Mainframe	Password	BlueZone	TIR Missed: Yes	1.90
	Operations Production Control	Christie Burnham	Health	Medium Resolved	TTR Missed: No	2.09
INC000000630246	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: Yes	1.48
	Operations Production Control	Christie Burnham	Health	Low Resolved	TTR Missed: No	1.61
INC000000630259	Kathy Hills	Application	Error	Gmail	TIR Missed: No	0.58
	Metro D Help Desk	John Robinson	Health	Low Resolved	TTR Missed: No	0.94
INC000000630306	Jon Reid	Server	None	None	TIR Missed: No	0.30
	Metro D Hosting	Sean McMillan	Health	Low Resolved	TTR Missed: No	0.67
INC000000630316	Janet Scarlet	Server	Error	None	TIR Missed: No	0.19
	Metro D Hosting	Donny Ford	Health	Low Resolved	TTR Missed: No	0.81
INC000000630323	Janet Scarlet	None	None	None	TIR Missed: No	0.11
	Metro D Hosting	Donny Ford	Health	Low Resolved	TTR Missed: No	0.75

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As of 1/2/2013

Health

INC000000630324	Marilee Poulson	PC/Laptop	Hardware	None		TIR Missed: No	0.27
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.27
INC000000630334	Julie Moore	Application	Error	None		TIR Missed: Yes	1.02
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.02
INC000000630335	Lisa V Hunt	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000630338	David Davis	Server	Error	None		TIR Missed: No	0.46
	Metro D Hosting	Donny Ford	Health	Low	Resolved	TTR Missed: No	0.48
INC000000630366	Drew Quinn	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000630376	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.12
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.18